

CHAPTER II

REVIEW OF RELATED LITERATURES

In this chapter, the researcher presents theories supporting and sources information which are related to the topic discussed. They are sociolinguistics study, speech community, varieties of language, types of register, reason of using register, and communication skill of flight attendant.

2.1 Sociolinguistics

Language is an easy way to interact and communicate with other people around the world. Language is important to being communicate and connecting with people in society. According to Wardhaugh (1988), language is the way to interact and express their ideas, feelings, and thoughts. We cannot trully communicate without language, although sometimes we can communicate with non-verbal forms which are like shaking hands, hugging, patting the back or other kinds of touch, but culmination of true articulate communication is through language.

The focus of sociolinguistics is learn about language and society. According to Wardhaugh (1988) Sociolinguistics is concerned with investigating the relationship between language and society with the goal being a better understanding of the structure of language and of how language functions in communication. We can conclude that sociolinguistics discuss all aspects about society related to language.

Sociolinguistics is the role of communities that shaped the language by using other words in society and many varieties of language to communicate with each other in daily conversation. Sociolinguistics also studying about characteristics of language varieties.

From the definitions by the expert above, we can conclude that sociolinguistics learns and discusses about language and society. It concerns aspects of language used in society especially the language variations and the function as a communication in society. In this study, the researcher focus by discussing the registers used by flight attendant in Garuda Indonesia.

2.2 Speech Community

Speech community is the important concept of language variation as the instrument of communication. Mesthrie (2009) says that speech community is contains of people who are in habitual communication with each other by speaking which involves either a shared language variety or shared ways of interpreting the different language varieties commonly used in the area. In other hand we can say that speech community is consist of people who are in habitual contact with each other by speaking which are shared language variety or shared ways of interpreting the different language varieties used in the area.

Different group can create different speech community, because every membership of the group can create a different speech community. According to Wardhaugh (2006), kind of group that sociolinguists have generally attempted to study called the speech community. Furthermore, according to Bloomfield (in

Wardhaugh, 2006) speech community is a group who communicate by means of speech. It means that the member of speech community has interact with their membership by means of speech.

Based on the definition above the researcher concludes that speech community is a group of people who have a similar gender, age, profession region, etc. and use at least a single language variation for instance register.

2.3 Language Variation

Human contact and interact with others in social life by using language. Actually, in social life there are a lot of social groups with different necessities. This phenomenon make language has many variation. According to Labov (2007), variation language involves different ways of speakers to say the same thing. It can be noticed that language variety is focus with the definition to treat all the languages of some multilingual speaker or community as a single variety, since all the linguistic items concerned have a similar social distribution, they are used by the same speaker or community. The variation of language has some factors that use by people, such as social factor (sex, age, educational background, family, profession and socio-economic status), and another factor in situational (time, place, and topic). Each variety of language has different styles and characteristics to show their identity.

Biber and Finegan (1994) said that, one of the kinds of variation noticed very early in human history is the way that people differ in their speech and writing depending on where they come from or where they are belong in their

society dialect variation. Some speaker mark their personal history and identity in their speech as well as their sociocultural, economic and geographical coordinates in time and space. In short the language variation can reflect the origin of the speaker and the social identity.

Language variation has several points of view such as dialect, slang, jargon, style and register, they are described in the following parts:

2.3.1 Dialect

Dialect is one of language variations which are related with the native's language. According to Biber (1995), a dialect is referring to varieties associated with different groups of speakers. For example Indonesia has a standard language that is "Bahasa Indonesia", but Indonesian language has a many different dialect such as Javanese dialect, Maduranese dialect, Sundanese dialect, Sumbawanese dialect etc.

There are two kinds of dialect. They are regional dialect and social dialect. They are described in the following parts:

2.3.1.1 Regional Dialect / Regiolect

Regional dialect is a dialect spoken in a particular geographical region. Regional dialect can be said the way that speakers speak is depending on where the speakers come from. According to Biber (1995), regional dialects are varieties associated with speakers living in a particular location. For

example *pulang* in West Java *isuwih*, in East Java *pulang* is *saidbalik*.

2.3.1.2 Sociolect

According to Biber (1995), while social dialects are varieties associated with speakers belonging to a given demographic group (e.g., women versus men, or different social classes. Social dialect means the language variation that concerning with the social status and class. On other hand, social dialect also studying about linguistic variation in relation to speaker's participation or membership in social groups, or in relation to other non-linguistic factors. For example in Javanese palace *jenengan* is *kamu*. In Javanese indigenous *skowe* means *kamu*.

2.3.2 Slang

Slang is type of language that used in informal situation. According to Fromkin et.al (2011), slang is language or expression that is everyone uses by combining new and old vocabulary so that it creates new meaning. The purpose of slang is not to change the word but rather to social need. It proofs that everyone creates new language as their creativity. Moreover, Mattiello (2008), stated that slang is muchmore familiar or spontaneous. However, slang is an aspect of social life among adolescents. When people talk about slang, they usually mean words, not

grammar or pronunciation. Slang may be found in all language and all time periods, so it means that slang is universal.

According to Sari (2010) there are five kinds of style as follows:

2.3.2.1 Cockney Slang

Cockney slang is a form of English slang which originated in the East End of London, and has been popularized by film, music, and literature. There are two kinds of Cockney slang. First, used by educated middle class people and they are who came from origin regional. The second, used by the semi literate and quite illiterate people, recognized as Cockney London of Street, also English spoken by London people.

2.3.2.2 Public House Slang

Public house slang is a group of words and phrases make for the smallness of the recorded vocabulary by nature. The definition of public house slang is considered public house itself. It is the main, genial, cheery, materialistic, but not gross nor cynical.

2.3.2.3 Workmen's Slang

The characteristic of the workmen's slang is not mention the real something but they call it with another name that already use and understood among them. Not only the workmen's but also the laborers using slang. In fact the town laborers and town

operative are much fluent with their slang than the farmer laborers. Usually this slang used by people's activity in their working and also related with money.

2.3.2.4 Commerce Slang

Commerce slang refers to slang used in trade. This slang usually used when a member of committee has to make an agreement or engagement with their client in trade. Commerce here also can be interpreted as business transaction. They are usually doing business in the stock exchange in the money market.

2.3.2.5 Public School and University Slang

In these type students becomes the main source. In public school as in board schools and private, it happened about more than two centuries, there are two kinds of slang; a slang proper and gibberish. The other kind of slang is almost impossible to generalize, every school has special words that not known by the other school.

2.3.3 Jargon

Jargon is a type of shorthand between members of a particular group of people, often words that are meaningless outside of a certain context. It is known and used by a certain group of people which usually concerns with a certain field occupation. According to Liams et.al (2007),

jargon is technical or specialist vocabulary most commonly associated with a professional or special interest group. It means that jargon is created for specific function by the people who engage in the regular situation. Usually it is quite easy to find the meaning of a jargon without using a special dictionary.

Jargon is created to make easily in use vocabulary and shortly in spoken. Many jargon terms pass into the standard language. Jargon like slang spread from a narrow group until it is used and understood by a large segment of the population. Linguistic jargon consist of many terms, such as:

2.3.3.1 Phoneme

Phoneme is the one of basic sound units of a language. Every spoken language, or more precisely every distinguishable accent of a language, possesses a smallish set of basic abstract sound units, both consonant and vowels, and every word in that language must consist of permitted sequence of those basic sound units.

2.3.3.2 Morpheme

Morpheme is the smallest unit with meaning into which a word can be dividing. The exmaple is modem divided into mo-dem, acronym of modulator and demulator.

2.3.3.3 Lexicon

Lexicon is a list of words, the example is such as jargon of “computers” that is used by computer “hackers”, including the word *Byte* (a collection of some number of Bits), modem (a blend of modulator and demodulator), Bit (acronym of binary digit), ROM (abbreviation of Real Only Memory). And also phrase structure rule that the terms are in phrase form as example floppy (a noun referring to a *flexible disk*).

2.3.3.4 Abbreviation

Abbreviation is a word, phrase that is shorter than the full form. The examples is RAM (abbreviation of Random Access Memory), ROM (abbreviation of Real Only Memory).

2.3.3.5 Acronym

Acronym is a word formed from the first letter of a group of words, as in *morf* (acronym of male or female). Phoneme is anyone of the set of smaller distinctive speech sound in a language that distinguishes one word from another, like *Byte* and *Bit* that “y” and “i” represent to different phonemes.

2.3.4 Style

Speak with every people in different situation usually use different styles. We can speak formally or informally and the choice being governed by circumstance. When they talk to their friend, sometimes the speaker applies different style. And when an employee answering question on interview atmosphere, he has different style from making conversation to his brother. Style refers to a variation in speech from formal to casual speech.

According to Joos (in Mesthrie, 2006) there are five kinds of style as follows:

2.3.4.1 Intimate Style involves a great deal of shared knowledge and background in a private conversation between equals. 'Pillow talk' between partners is probably the best example of intimate style.

2.3.4.2 Casual Style, which is typical of informal speech between peers, includes ellipsis (or omission of certain grammatical elements) and slang between peers. (Joos's examples of ellipsis are: *Friend of mine saw it; coffee is cold.*)

2.3.4.3 Consultative Style is the norm for informal conversation between strangers. Slang and ellipsis might not be used to extent that they are used in a casual speech with a friend;

but informal markers of rapport like *hmm*, *yes*, *I know* and informal linguistic elements like *about*, *so*, *thing* and so on may still abound.

2.3.4.4 Formal Style is determined more by the setting than by the person(s) interacting. Markers of formal English style includewhom, *may I*, *for the purpose of* and so on. Some, but not all, of the language associated with formal style is school-based.

2.3.4.5 Frozen Style is a hyper-formal style designed to discourage friendly relations between participants.

2.3.5 Register

Register is a set of language items associated with discrete occupational or social groups. Surgeons, airline pilots, bank managers, sales clerks, and jazz fans use different vocabularies. The communication among them are only comprehend by their own community. Registers as the language variation that is concerning with the uses or functions, such as what gets talked about and in what terms. On the other hand, Halliday in Coupland (2007) said that registers is language organized in relation to what use is being made of language.

Finally, registers can be called as ways of speaking that are defined principally by who speakers are addressing. For example of register used

by doctors such as “ANURIC” that means a person not producing urine, “AKA” means above the knee amputation.

From the definition above the researcher concludes that register is one of various language used by social group or occupational that has similarity in vocabularies, features of intonation and characteristic, of syntax and phonology that is use to distinguish with other language and group occupational.

2.3.6 Type of Register

Register is used by users to consider words choice, purpose style. Therefore, Hunt et.al(1999) states that register classify into five registers, described in the following parts:

2.3.6.1 Formal Register

A type of register as a Standard American English, mostly used by professionals or situations where people are not familiar with one to another. Formal register more often in written language than in spoken. It is used in the professional area and when people are not familiar with each other using correct grammar and avoid any colloquial language, slang or jargon. For example, a medical doctor does not use the same register to address everyone he or she speaks to. A doctor may use an informal register at home with family and friends, a more formal register with patients that do not include medical jargon that the patient

would not understand, and an even more formal register with colleagues that may include medical jargon and words associated with the medical field. The formal register is more appropriate for professional writing and letters to a boss or a stranger.

For example a person greets Minister in the official situation, it says,

“Good evening, Mr. Minister. We appreciate for your visit.”

Formal registers is used such as when:

- Ceremonial (wedding and religious ceremony)
- Seminar
- Meeting and other formal situation

2.3.6.2 Informal Register

The informal register (also called casual or intimate) is conversational and appropriate when writing to friends and people you know very well. In the informal style of register, contractions are used more often, rules of negation and agreement may be altered, and slang or colloquialisms may be used. Informal register also permits certain abbreviations and deletions, but they are rule governed.

Example of information register is:

- Deleting the “you” subject and the auxiliary often shorten questions. Instead of asking,
- “Are you running in the marathon?” we might ask,
“Running the marathon?”

People tend to speak more informally when talking with family and friend. Informal register allow the speaker to use a variety of speech styles that can easily be switched to meet the needs of both the speaker and the listener.

2.3.6.3 Over Formal Register

Over formal register is a type of register that can be characterized by the use of a false high pitched nasal voice. Over formal register permits certain voice quality (tone, intonation, and pitch).

Example of Over Formal Register is :

- A woman might approach another woman whom she does not really like and ask her cordially in a high-pitched voice,
“How are you?”

2.3.6.4 Motherese

A type of register is characterized by high-pitched elongated sound and “sing-song” intonation. It is used when people speak to infants, young children, or pets. According to Choulmas(1998)Baby talk is also not childbound. It serves not only as a register to use when speaking with small children, but features of baby talk are used among speakers of all ages, including mature adults.

For example:

- *Doggy* for dog
- *Kitty* for cat
- *Piggy* for pig, etc.

Motherese is the register used by adults to young children, variously termed “baby talk”, “caretaker talk” and “child-directed speech”, is known to involve alterations in pronoun usage.

2.3.6.5 Reporting Register

A type of register characterized by easily observableverbal and non-verbal cues: flat intonation, rapid rate of speech, relatively low pitch, absence of marked facial expressions, and gestures. We usually found the example of reporting register on the reporting TV news. It is accordance with Coulmas (1998), the manifestation of mediation in lexis, grammar, text or discourse

type and mode, style, and scripts or schemata, has been addressed most extensively with news media and news reporting.

Here is the example of reporting register.

- When TV news reporter pointed at a direction, they use expression and a gesture while saying, “Tuesday’s quite originated offshore in the Nazca-South American subduction zone – a region where one tectonic plate dives beneath another, giving rise to mega thrust earthquakes. There’s about 320 miles of coastline that has not had a big earthquake since 1877”.

The underlined words are the example of reporting registers.

2.3.7 Reasons for Using Register

Register is one of language varieties used by people who speak in certain group for certain reason. Wardhaugh (2006) claimed that there are three reasons that make people use registers which are in purpose to help them in communication, to establish feeling of rapport, and to gain the social status.

2.3.7.1 Making Communication Easier and Simple.

People communicating with each other tend to develop similar vocabularies, similar features of intonation, characteristic bits of syntax and phonology that they use in these situations.

2.3.7.2 Showing Identity of Community

Register used by community of people to shows their identity in certain place and situation. According to Wardhaugh (2006) , each register help you to express your identity at a specific time or place. By using register people can present which community they come from while communicating to each other. Such as airplane, pilots, bank managers, sales clerks and pimps employ different registers.

2.3.7.3 Establishing Feeling of Rapport

Wardhaugh (2006) explains the reason is to establish the feeling of rapport. This reason seems that the register shows doing communication on oral mode and shows the personal chemistry in some conversations by intonation, and the way that someone gives explanation to others.